SAP LEARNING HUB AND SAP LIVE ACCESS

SAP Learning Hub [学习中心]和 SAP Live Access [在线访问]

SUPPLEMENTAL TERMS AND CONDITIONS

补充条款和条件

These supplemental terms and conditions ("**Supplement**") are part of an agreement for certain SAP cloud services ("**Agreement**") between SAP and Customer and apply solely to SAP Learning Hub and SAP Live Access (the "**Cloud Service**"). Any documents referenced in this Supplement are available from SAP upon request.

本补充条款和条件（以下简称"**补充**"）是 SAP 与客户之间签订的特定 SAP 云服务协议（以下简称"**协议**"）的一部分，仅适用于 SAP Learning Hub [学习中心]和 SAP Live Access [在线访问]（以下简称"**云服务**"）。本补充中引用的任何文档均由 SAP 根据请求予以提供。

1.   DEFINITIONS

定义

1.1.   "**Documentation**" means SAP's then-current description for the Cloud Service which is made available to Customers online at https://learninghub.sap.com/documentation.

"**文档**"是指 SAP 在 https://learninghub.sap.com/documentation 网站上在线提供给客户的届时有效的云服务说明。

1.2.   SAP Learning Hub

SAP Learning Hub [学习中心]

1.2.1.   "**SAP Learning Hub**" is the edition of SAP Learning Hub which the Customer has subscribed to, as described in the then-current Documentation. It includes access to content such as e-learning courses, e-books, and learning rooms generally available in the applicable catalogue offered for the edition (see download catalog https://origin-saplearninghub.plateau.com/icontent/CUSTOM_eu/SAP/self-managed/Documents/Learning_Hub_Catalogue.xlsm). Editions currently available (subject to change) are listed in Sections 1.2.2 and 1.2.3.

"**SAP Learning Hub [学习中心]**"是指客户租用的 SAP Learning Hub [学习中心]的版本，详见届时有效文档所述。其中包括适用目录中为此版本普遍提供的在线学习课程、电子书和学习课堂等内容的访问权限（请参阅下载目录 https://origin-saplearninghub.plateau.com/icontent/CUSTOM_eu/SAP/self-managed/Documents/Learning_Hub_Catalogue.xlsm）。当前提供的版本（可能随时变更）在第 1.2.2 节和 1.2.3 节中列出。

1.2.2.   Commercial editions:

商业版本：

a)   SAP Learning Hub, discovery edition;

SAP Learning Hub（发现版）[学习中心发现版]；

b)   SAP Learning Hub, professional edition (public and private cloud version);

SAP Learning Hub（公有云专业版）[学习中心公有云专业版]和 SAP Learning Hub（私有云专业版）[学习中心私有云专业版]；

c)   SAP Learning Hub, business edition (public and private cloud version);

SAP Learning Hub（公有云商业版）[学习中心公有云商业版]和 SAP Learning Hub（私有云商业版）[学习中心私有云商业版]；

d)   SAP Learning Hub, solution editions (public cloud version):

SAP Learning Hub（公有云解决方案版）[学习中心公有云解决方案版]；

i.   SAP Learning Hub, edition for SAP S/4HANA Cloud;

SAP Learning Hub（SAP S/4HANA Cloud 版）[学习中心 ERP 云商务套件版]；

ii.   SAP Learning Hub, edition for digital platforms;

SAP Learning Hub（数字化平台版）[学习中心数字化平台版]；

iii. SAP Learning Hub, edition for procurement and networks;

SAP Learning Hub（采购和网络版）[学习中心采购和网络版]；

iv. SAP Learning Hub, edition for analytics;

SAP Learning Hub（商务分析版）[学习中心商务分析版]；

v. SAP Learning Hub, edition for customer experience;

SAP Learning Hub（客户体验版）[学习中心客户体验版]；

vi. SAP Learning Hub, edition for IoT and digital supply chain;

SAP Learning Hub（物联网和数字化供应链版）[学习中心物联网和数字化供应链版]；

vii. SAP Learning Hub, edition for people engagement;

SAP Learning Hub（员工管理版）[学习中心员工管理版]；

viii. SAP Learning Hub, edition for finance.

SAP Learning Hub（财务版）[学习中心财务版]；

e) SAP Learning Hub, partner edition (public cloud version) – note: this version is only available to partners in the SAP PartnerEdge program (excluding basic SAP PartnerEdge open ecosystem);

SAP Learning Hub（公有云合作伙伴版）[学习中心公有云合作伙伴版] — 请注意：此版本仅适用于 SAP PartnerEdge 计划中的合作伙伴（不包括基本的 SAP PartnerEdge 开放生态系统）；

f) SAP Learning Hub, enhanced student edition (public and private cloud version).

SAP Learning Hub（公有云增强学生版）[学习中心公有云增强学生版]和 SAP Learning Hub（私有云增强学生版）[学习中心私有云增强学生版]。

1.2.3. Program editions:

计划版本：

a) SAP Learning Hub, event edition;

SAP Learning Hub（活动版）[学习中心活动版]

b) SAP Learning Hub, edition for SAP Bildungspartner;

SAP Learning Hub（People to Work by SAP 版）[学习中心 People to Work 培训计划版]；

c) SAP Learning Hub, edition for SAP Business One;

SAP Learning Hub（SAP Business One 版）[学习中心业务一体化版]；

d) SAP Learning Hub, edition for SAP PartnerEdge;

SAP Learning Hub（SAP PartnerEdge 版）[学习中心 SAP PartnerEdge 版]；

e) SAP Learning Hub, edition for SAP Enterprise Support;

SAP Learning Hub（SAP Enterprise Support 版）[学习中心企业支持版]；

f) SAP Learning Hub, academic edition;

SAP Learning Hub（学术版）[学习中心学术版]；

g) SAP Learning Hub, edition for SAP Preferred Success;

SAP Learning Hub（SAP Preferred Success 版）[学习中心首选成功版]；

h) SAP Learning Hub editions provided through other enablement programs.

通过其他支持计划提供的 SAP Learning Hub [学习中心]版本。

1.3. "**SAP Live Access**" provides time-based access to system environments via the SAP Live Access Portal as described in the then-current Documentation. Access to system environments is only possible during the lifetime of the respective system environment and cannot be extended.

"**SAP Live Access [在线访问]**" 通过 SAP Live Access [在线访问]门户提供基于时间的系统环境访问，详见届时有效文档所述。只能在相应系统环境的生命周期内访问系统环境，访问期限不可延展。

2.   USAGE RIGHTS AND RESTRICTIONS FOR THE CLOUD SERVICE

云服务使用权利和限制

2.1.   User Access

用户访问

2.1.1.   The Usage Metric for the Cloud Service is User. Users are individuals authorized to access the Cloud Service. User access credentials issued to access or utilize the Cloud Service are assigned to one individual user and cannot be shared, or used by more than one individual, or re-assigned to another individual other than allowed pursuant to Section 3.

云服务的使用指标为用户数。用户是指经授权可访问云服务的个人。经签发用于访问或使用云服务的用户访问凭据仅分配给一名用户，且不得与其他多个用户共享或共用，亦不得再分配给其他用户，依据第 3 节的规定允许的除外。

2.1.2.   Access to the Cloud Service is only available online via an internet connection. Users must have valid access credentials to gain access. To receive valid access credentials for Users, Customer must provide the following information to SAP for each prospective User:

仅可通过网络连接在线访问云服务。用户必须具备有效的访问凭据才能进行访问。要收到有效的用户效访问凭据，客户必须针对每个潜在用户向 SAP 提供以下信息：

    a)   First Name;

        名字；

    b)   Last Name;

        姓氏；

    c)   Email;

        电子邮件；

    d)   Country; and

        国家/地区；以及

    e)   Company Name.

        公司名称。

2.2.   Acceptable Use

可接受的使用

In addition to complying with the Acceptable Use Policy in the General Terms and Conditions for SAP Cloud Services, the Customer shall not download or use offline any parts of the learning content, including but not limited to:

除遵守 SAP 云服务一般条款和条件中可接受的使用政策外，客户不得下载或离线使用学习内容的任何部分，包括但不限于：

    a)   copies on local drives; or

        在本地硬盘上制作副本；或

    b)   printing of learning content

        打印学习内容

except where such download, offline use or printing is expressly allowed by SAP.

除非 SAP 明确允许此类下载、离线使用或打印。

2.3.   Compliance with Technical Requirements

符合技术要求

Customer is responsible for ensuring that Customer complies with the technical requirements described in the Documentation. The Cloud Service may not function correctly if such technical requirements are not complied with.

客户负责确保其遵守文档中规定的技术要求。若不符合此类技术要求，云服务可能无法正常运行。

2.4. Support

支持

In relation to the Cloud Service, the Support Policy for SAP Cloud Services applies, however it is subject to the deviations detailed in Annex 1. In the event of any inconsistency between the terms detailed in the Support Policy for SAP Cloud Services and the terms detailed in Annex 1, the terms detailed in Annex 1 shall take precedence.

就云服务而言，SAP 云服务支持政策适用，但需遵从附录 1 中详述的条款。如 SAP 云服务支持政策中详述的条款和附录 1 中详述的条款之间存在任何不一致，则应以附录 1 中详述的条款为准。

3. USER REASSIGNMENT

用户再分配

3.1. Applicability

适用性

The terms of this Section 3 shall only apply to the following editions of SAP Learning Hub:

本节（第 3 节）条款仅适用于以下版本的 SAP Learning Hub [学习中心]：

a) SAP Learning Hub, professional edition;

SAP Learning Hub（专业版）[学习中心专业版]；

b) SAP Learning Hub, business edition;

SAP Learning Hub（商业版）[学习中心商业版]；

c) SAP Learning Hub, solution editions;

SAP Learning Hub（解决方案版）[学习中心解决方案版]；

d) SAP Learning Hub, partner edition; and

SAP Learning Hub（合作伙伴版）[学习中心合作伙伴版]；以及

e) SAP Learning Hub, enhanced student edition;

SAP Learning Hub（增强学生版）[学习中心增强学生版]；

and shall not apply to any other versions of SAP Learning Hub or SAP Live Access.

不得适用于任何其他版本的 SAP Learning Hub [学习中心]或 SAP Live Access [在线访问]。

3.2. Credentials

凭据

Notwithstanding the provisions of Section 2.1.1, each User's access credentials can be reassigned from an individual to another individual 1 time only per year of subscription, provided that:

尽管第 2.1.1 节有规定，每个用户的访问凭据仍可从一名用户再分配给另一名用户且每租用年度只能重新分配一次，前提是：

a) the originally assigned User is no longer fulfilling the criteria according to the definition of User; and/or

最初分配的用户不再符合用户定义所规定的标准；和/或

b) the originally assigned User is on leave for more than 6 months; and/or

最初分配的用户休假超过了六（6）个月；和/或

c) the originally assigned User has never accessed the Cloud Service.

最初分配的用户从未访问过云服务。

3.3. Additional conditions for User reassignments:

用户再分配的其他条件：

a) The total reassignment requests per year of subscription must not concern more than 15 % of the total User number assigned since the beginning of that contract year of subscription.

每租用年度的再分配请求总数不得超过自租用合同年开始起分配的用户总数的百分之十五（15%）以上。

b) A customer of a public cloud version of SAP Learning Hub notifies SAP via local contact, providing the original named user (First Name, Last Name, Email, Country and Company Name), as well as the reason for deactivation. The local contact can be found on the SAP Training Shop (www.training.sap.com), under 'Contact' at the bottom (email: education.[country]@sap.com).

SAP Learning Hub [学习中心]公有云版本的客户通过当地联系信息通知 SAP，并提供原指定用户（名字、姓氏、电子邮件、国家/地区和公司名称）以及停用原因。当地联系信息详见 SAP 培训商城（www.training.sap.com）底部的"联系我们"（电子邮件：education.[国家/地区]@sap.com）。

c) A customer of a private cloud version of SAP Learning Hub notifies SAP via learninghub.admin@sap.com, providing the original named user (First Name, Last Name, Email, Country and Company Name), as well as the reason for deactivation.

SAP Learning Hub [学习中心]私有云版本的客户通过 learninghub.admin@sap.com 通知 SAP，并提供原指定用户（名字、姓氏、电子邮件、国家/地区和公司名称）以及停用原因。

d) Only 1 notification of reassignment request can be made to SAP per month.

每月只能向 SAP 发出一次再分配请求通知。

4. SAP LIVE ACCESS

SAP LIVE ACCESS [在线访问]

4.1. Applicability

适用性

References to "Cloud Service" in this Section 4 shall only apply to SAP Live Access and not to SAP Learning Hub.

本节（第 4 节）中所提及的"云服务"仅适用于 SAP Live Access [在线访问]，不得适用于 SAP Learning Hub [学习中心]。

4.2. Subscription

租用

A subscription to SAP Live Access is assigned to a User upon booking, is not transferable, and includes a usage time as defined in Section 4.3. Each subscription can be used only for 1 system environment at a time.

SAP Live Access [在线访问]的租用服务在预订时即分配给用户，不可转让，且包括第 4.3 节规定的使用时间。每次租用只能用于一（1）个系统环境。

4.3. Usage Time

使用时间

"Usage Time" is a defined number of usage hours per year of subscription. Usage Time is calculated pro-rata for the subscription term. During Usage Time a training system is available and can be accessed by the User, starting from successful deployment of the training system. The Usage Time per User will be tracked automatically, counted in minutes and will only be counted when the training system is in running status. The time that is needed to deploy, resume, suspend, or delete the system environment is not counted from the Usage Time.

"使用时间"是指规定的每租用年度使用时数。使用时间按租用期限的比例计算。在使用时间内，用户可以访问所提供的培训系统，从成功部署培训系统之日开始算起。系统将自动记录每位用户的使用时间（精确到分钟），并仅在培训系统处于运行状态时才计算使用时间。部署、恢复、停用或删除系统环境所需的时间不算在使用时间内。

4.4. Data Deletion

数据删除

The system environment with all its data will be deleted when:

在以下情况下，将删除系统环境及其所有数据：

a) the user deletes it; or

   用户将其删除；或

b) the usage time elapses; or

   已过使用时间；或

c) the subscription validity expires; or

   已过租用有效期；或

d) the lifetime of the system environment ends.

   系统环境生命周期结束。

1. **SUPPORT SERVICE SCOPE**

   支持服务范围

   The following table describes the Support Services for SAP Learning Hub and SAP Live Access:

   下表介绍了 SAP Learning Hub [学习中心]和 SAP Live Access [在线访问]支持服务：

Support Scope Description **支持范围说明**	The Customer accepts the Cloud Services, such as the provided content and system environments, as is. SAP will not adapt content that the subscriber might consider erroneous. SAP application system support or expert knowledge is not part of the support. 客户按原样接收云服务，如提供的内容和系统环境。SAP 不会调整用户可能认为错误的内容。SAP 应用程序系统支持或专业知识不属于支持的一部分。
All Support issues (English only) during Business hours (P1-P4) 工作时间内的所有支持问题（仅英语）（P1-P4）	Sunday 23:00 Universal Time Coordinated (UTC) to Friday 23:00 UTC. 星期日晚 11 点至星期五晚 11 点，协调世界时。
Support Self-Service Via Help Center (24/7 Availability) 帮助中心自助支持服务（全天候可用）	The online Help Center is available at https://learninghub.sap.com/help-center. 在线帮助中心请访问 https://learninghub.sap.com/help-center。
Technical Requirements 技术要求	In order to use the full functionality of SAP Learning Hub and SAP Live Access, the customer's technical environment must comply with the requirements as described in the Documentation. 为了使用 SAP Learning Hub [学习中心]和 SAP Live Access [在线访问]的全部功能，客户的技术环境必须符合文档中所述要求。 Support Services do not provide consulting services on how to setup the Customer environment in order to access SAP Learning Hub or SAP Live Access. 就如何设置客户环境以便访问 SAP Learning Hub [学习中心]或 SAP Live Access [在线访问]，支持服务不提供咨询服务。

2. **CONTACTING SUPPORT**

   联系支持服务

   The Support Services for SAP Learning Hub and SAP Live Access are available for Customers with a valid subscription and are available through the following channels:

   SAP Learning Hub [学习中心]和 SAP Live Access [在线访问]支持服务面向拥有有效租用权限的客户，并通过以下渠道提供：

   a) SAP Learning Hub Help Center https://learninghub.sap.com/help-center

      SAP Learning Hub [学习中心]帮助中心：https://learninghub.sap.com/help-center

   b) Contact via email at e-learning[@]sap.com

      发送电子邮件至 e-learning[@]sap.com